

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2022

Docket No. ACR2022

**RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 1-6 OF CHAIRMAN'S INFORMATION REQUEST NO. 12**

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 12, issued on February 10, 2023. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
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1. In the FY 2022 ACR, the Postal Service states that it continued to minimize wait time in line by implementing several measures, including the continued distribution of Mobile Point of Sale (POS) devices at certain Post Offices. FY 2022 ACR at 85-86. Please refer to the United States Postal Service, Office of the Inspector General, Report No. IT-AR-17-009, Mobile System Review, September 21, 2017, at 5, 8, available at [https://www.uspsoig.gov/sites/default/files/reports/2023-01/IT-AR-17-009\\_0.pdf](https://www.uspsoig.gov/sites/default/files/reports/2023-01/IT-AR-17-009_0.pdf).<sup>1</sup> Please detail the progress that the Postal Service made in expanding distribution of Mobile POS devices during FY 2022. In the response, please specify the following information for FYs 2021 and 2022, respectively: the number of Mobile POS devices in use, the number of retail offices using Mobile POS devices, the number of transactions using Mobile POS devices, the amount of revenue collected using Mobile POS devices, and the estimated reductions of wait time in line resulting from use of Mobile POS devices. If any the foregoing information is unavailable, please so state, explain why it is unavailable, and provide qualitative analysis of the scope and nature of the progress made in FY 2022 in expanding distribution of Mobile POS devices and any resulting reduction in wait time in line.

**RESPONSE:**

For FY 2021:

- The number of Mobile POS devices in use: **2,102**
- The number of retail offices equipped with Mobile POS devices: **2,109<sup>2</sup>**
- The number of transactions using Mobile POS devices: **3,0675,31 (revenue and non-revenue)**
- The amount of revenue collected using Mobile POS devices: **\$8,913,471**

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<sup>1</sup> The Postal Service previously stated its expectation that expanded use of Mobile POS devices would “remove simple transactions from the line, leading to better efficiency at the window.” Docket No. ACR2016, Response of the United States Postal Service to Question 6 of Chairman's Information Request No. 15, March 7, 2017, question 6.b.

<sup>2</sup> This apparent discrepancy—where the number recorded for locations equipped with mPOS devices was larger than the number recorded for mPOS devices in use—results from a small number mPOS devices not having been used.

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For FY 2022:

- The number of Mobile POS devices in use: **514**
- The number of retail offices equipped with Mobile POS devices: **536<sup>3</sup>**
- The number of transactions using Mobile POS devices: **1,483,743 (revenue and non-revenue)**
- The amount of revenue collected using Mobile POS devices: **\$8,082,812**

It will be noted that from FY 2021 to FY 2022, the number of mPOS device in use declined. This is because it was discovered that many such devices were not being used properly, and as a result, many of these devices were removed. The Postal Service continues to explore possible upgrades and deployments that may contribute to increased use of such devices in ways that should reduce wait times in line.

As explained in response to ChIR No. 4, the multiplicity of variables that can impact wait times in line, as well as the dynamic, complex, and unpredictable ways in which such variables can interrelate, make it practically impossible, with any degree of precision, to disentangle the effects produced by discrete improvement measures, subject these effects to quantitative analysis, and proceed on that basis to assess how much any single improvement measure impacted wait times in line. The Postal Service here notes that utilization rates of mPOS devices remain low, and it is reasonable to

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<sup>3</sup> This apparent discrepancy—where the number recorded for locations equipped with mPOS devices was larger than the number recorded for mPOS devices in use—results from a small number mPOS devices not having been used.

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suppose that their impact on the FY 2022 national wait time in line average was commensurately small. Nonetheless, the Postal Service continues to explore strategies to encourage the use of such devices in such a way as to decrease wait times.

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2. Please refer to the customer experience surveys provided in Library Reference USPS-FY22-38, December 29, 2022. Please fill in the table showing the number of surveys initiated and the number of surveys received during FY 2022. See 39 C.F.R. § 3055.92(b)(2).

<b>Customer Experience Survey</b>	<b>Number of Surveys Initiated in FY 2022</b>	<b>Number of Surveys Received in FY 2022</b>
Business Service Network		
Point of Sale		
Delivery		
Customer Care Center		
Customer 360		
Business Mail Entry Unit		
USPS.com		
Large Business Panel		

**RESPONSE:**

<b>Customer Experience Survey</b>	<b>Number of Surveys Initiated in FY 2022</b>	<b>Number of Surveys Received in FY 2022</b>
Business Service Network	20,481	6,949
Point of Sale	760,559,190	2,011,187
Delivery	2,729,548	113,598
Customer Care Center	7,137,718	1,081,246
Customer 360	5,811,397	1,465,667
Business Mail Entry Unit	202,075	21,920
USPS.com	588,899	80,886
Large Business Panel	Unknow (Panel Survey)	3,243

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3. In the FY 2022 ACR, the Postal Service describes actions taken in FY 2022 to improve customer satisfaction with Market Dominant products. FY 2022 ACR at 78-81. For each customer type (residential, small/medium business, and large business), please explain how these actions impacted FY 2022 results.<sup>4</sup>

**RESPONSE:**

Residential customers received same day or next day service through the USPS Connect Local Mail service and received information about local products through Every Door Direct Mail (EDDM) Retail.

Small/medium businesses were provided with an additional offering for their marketing campaigns with the Plus One product, expanded space for messaging through larger sized Post Cards, an ability to send documents locally with same day or next day delivery through the USPS Connect Local Mail service, and lower prices to reach out to local customers through EDDM Retail. The Postal Service also offered small/medium businesses promotions by offering higher discounts to these customers.

Large businesses were provided an additional offering for their marketing campaigns with the Plus One product, expanded space for messaging through larger sized Post Cards, and an ability to send documents locally with same day or next day delivery through the USPS Connect Local Mail service. The Postal Service also offered large businesses promotions by offering higher discounts to these customers.

The actions noted above had positive impacts in FY 2022. First, the volume of and revenue from the Plus One product increased as compared to the same period last

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<sup>4</sup> See Docket No. ACR2021, *Annual Compliance Determination*, March 29, 2022, at 227.

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year (increase of 28 percent for volume and 36 percent for revenue). Second, the Postal Service introduced larger sized Post Cards in August 2021, and pre-sort card volume grew by 23.8 percent in FY 2022 as compared to FY 2021. Third, efforts to expand the USPS Connect Local Mail service resulted in over 17,000 mail pieces being delivered in FY 2022. Fourth, there were volume increases for Every Door Direct Mail (EDDM) Retail in the months following the roll back of prices to pre-COVID-19 levels. Finally, promotion engagement grew to a record-level of 22.7 billion pieces in FY 2022, indicating that business customers found value in the related discounts.

The Postal Service considers the actions taken in FY 2022 to have had a positive impact on both the recipients (residential customers) and senders (small/medium business and large business) of Market Dominant products. Additionally, the average time to deliver a mailpiece has continued to take just 2.5 days and service performance for First Class Mail, Marketing Mail and Periodicals Mail saw service improvements in FY 2022 in compared to FY 2021. Additionally, with the implementation of the Delivering for America plan, the Postal Service continues to focus on improving service reliability across all mail categories.

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4. In the FY 2022 ACR, the Postal Service states it implemented two initiatives in FY 2022 aimed at increasing customer satisfaction with Market Dominant products for residential and small/medium business customers: a market test for USPS Connect Local Mail and a roll back of prices of Every Door Direct Mail (EDDM)—Retail. FY 2022 ACR at 79-80. Please explain how each of these initiatives was targeted or tailored to improve Market Dominant product satisfaction for:
- a. Residential customers
  - b. Small/medium business customers

**RESPONSE:**

- a. Residential customers received same day or next day service through the USPS Connect Local Mail service and received information about local products through EDDM Retail.
- b. Small/medium business customers had the ability to send documents locally with same day or next day service through the USPS Connect Local Mail service, and may have been eligible for better deals, as a result of lower prices, when reaching out to local customers through EDDM Retail.

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5. In the FY 2022 ACR, the Postal Service describes several factors that contributed to declines in customer satisfaction with domestic First-Class Mail products between FY 2021 and FY 2022, such as digital diversion, the lingering effects of the COVID-19 pandemic, ongoing paper and ink shortages/costs, and increases in postage rates. FY 2022 ACR at 80-81. Please explain how each of the factors described in the FY 2022 ACR affected customer satisfaction results for:
- a. Residential customers
  - b. Small/medium business customers
  - c. Large business customers

**RESPONSE:**

- a. Digital diversion has resulted in residential customers having more substitutes for mail products. These substitutes can alter customer expectations in important factors like convenience, speed, and costs that may result in declines to customer satisfaction. The lingering effects of the COVID-19 pandemic and paper and ink shortages/costs both may have led to some residents experiencing delays in the receipt of their mail items, which may have resulted in declines in customer satisfaction with domestic First-Class Mail products.
- b. Digital diversion has resulted in small/medium business customers having more substitutes for mail products. These substitutes can alter customer expectations in important factors like convenience, speed, and costs that may result in declines to customer satisfaction. The lingering effects of the COVID-19 pandemic and paper and ink shortages/costs may have also made using mail more complicated for small/medium business customers due to

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related mail delays. Moreover, increases in postage rates resulted in a higher cost of doing business for small/medium business customers, which may have negatively impacted satisfaction.

- c. Digital diversion has resulted in large business customers having more substitutes for mail products. These substitutes can alter customer expectations in important factors like convenience, speed, and costs that may result in declines to customer satisfaction. The lingering effects of the COVID-19 pandemic and paper and ink shortages/costs may have also made using mail more complicated for large business customers due to related mail delays. Moreover, increases in postage rates resulted in a higher cost of doing business for large business customers, which may have negatively impacted satisfaction.

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6. Please refer to Responses of the United States Postal Service to Questions 1-5 of Chairman's Information Request No. 9, February 8, 2023, question 5. Please provide a public list of the facilities that were still operational in FY 2022.

**RESPONSE:**

The facilities from the ChIR No. 9 Question 5 list that were still operational in FY 2022 appear on the following attached pages.

**FY22 Operational Facilities - 226**

<b>SITE</b>	<b>ST</b>	<b>Address</b>
ABERDEEN	SD	1202 S 5TH ST
AKRON	OH	675 WOLF LEDGES PKWY
ALAMOGORDO	NM	930 E 12TH ST
ALAMOSA	CO	505 3RD ST
ALBANY	GA	1501 S SLAPPEY BLVD
ALEXANDRIA	LA	1715 ODOM ST
ALLIANCE	NE	401 BOX BUTTE AVE
ALTOONA	PA	141 PATCHWAY RD, DUNCANSVILLE
ANAHEIM	CA	5335 E LA PALMA AVE
ANNISTON	AL	1101 QUINTARD AVE
ASHEVILLE	NC	591 BREVARD RD
ASHLAND	KY	1140 CARTER AVE
ATHENS	GA	575 OLYMPIC DR
ATHENS	OH	5 W STIMSON AVE
BARRIGADA	GU	489 ARMY DR
BATESVILLE	AR	490 E COLLEGE ST
BEAUMONT	TX	5815 WALDEN RD
BECKLEY	WV	134 INDUSTRIAL DR
BEMIDJI	MN	401 IRVINE AVE NW
BEND	OR	2300 NE 4TH ST
BINGHAMTON	NY	115 HENRY ST
BLOOMINGTON	IN	4738 W VERNAL PIKE
BLOOMINGTON	IL	1511 E EMPIRE ST
BLUEFIELD	WV	3010 E CUMBERLAND RD
BOWLING GREEN	KY	5300 SCOTTSVILLE RD
BRISTOL	VA	111 6TH ST
BRONX	NY	558 GRAND CONCOURSE
BRYAN	TX	2121 E WM J BRYAN PKWY
BURLINGTON	IA	300 N MAIN ST STE 100
BUTTE	MT	701 DEWEY BLVD
CAMPTON	KY	175 MOUNTAIN PARKWAY SPUR
CANTON	OH	2650 CLEVELAND AVE NW
CAPE COD	MA	25 TOBEY RD, WAREHAM MA
CAPE GIRARDEAU	MO	475 KELL FARM DR
CARBONDALE	IL	1301 E MAIN ST
CARDISS COLLINS	IL	433 W HARRISON ST
CARROLL	IA	614 N CLARK ST
CENTRALIA	IL	314 S POPLAR ST
CHILLICOTHE	OH	40 S WALNUT ST
CHILLICOTHE	MO	401 S WASHINGTON ST
CLARKSBURG	WV	200 CAVA DR
CLOVIS	NM	1224 W 21ST ST

SITE	ST	Address
COLBY	KS	535 N COURT AVE
COLUMBUS	GA	3916 MILGEN RD
CRESTON	IA	300 S ELM ST
CULPEPER	VA	205 S MAIN ST
CUMBERLAND	MD	215 PARK ST
DAKOTA CENTRAL	SD	355 15TH ST NW, HURON SD
DAYTONA BEACH	FL	500 BILL FRANCE BLVD
DECORAH	IA	401 HEIVLY ST
DEVILS LAKE	ND	502 3RD ST NE
DODGE CITY	KS	700 CENTRAL AVE
DOTHAN	AL	379 N OATES ST
DULUTH	MN	2800 W MICHIGAN ST
DURANGO	CO	222 W 8TH ST
EAU CLAIRE	WI	3510 HOGARTH ST
EFFINGHAM	IL	210 N 3RD ST
ELIZABETHTOWN	KY	2934 DOLPHIN DR
ELKO	NV	500 ASPEN WAY
ELY	NV	2600 BRISTLECONE AVE
ERIE	PA	2108 E 38TH ST
EUREKA	CA	337 W CLARK ST
EVERETT	WA	8120 HARDESON RD
EVERGREEN	AL	200 RURAL ST
FAIRBANKS	AK	5400 MAIL TRAIL RD
FARMVILLE	VA	301 E 3RD ST
FLAGSTAFF	AZ	2400 N POSTAL BLVD
FLINT	MI	250 E BOULEVARD DR
FLORENCE	SC	1901 W EVANS ST
FORT DODGE	IA	3440 MAPLE DR
FOX VALLEY	IL	3900 GABRIELLE LN, AURORA IL
FT LAUDERDALE	FL	1900 W OAKLAND PARK BLVD
FT SCOTT	KS	120 S NATIONAL AVE
FT SMITH	AR	3318 S 74TH ST
GAINESVILLE	FL	4600 SW 34TH ST
GALLUP	NM	500 S SECOND ST
GILLETTE	WY	311 S KENDRICK AVE
GLOBE	AZ	1770 HIGHWAY 60-77
GRAND FORKS	ND	2501 28TH AVE S
GRAND ISLAND	NE	3835 W OLD POTASH HWY
GREAT FALLS	MT	1409 14TH ST SW
GRENADA	MS	2500 GATEWAY ST
GULFPORT	MS	10285 CORPORATE DR
HARRISON	AR	215 W INDUSTRIAL PARK RD
HARRISONVILLE	MO	305 E MECHANIC ST

SITE	ST	Address
HATTIESBURG	MS	220 S 40TH AVE
HAVRE	MT	115 3RD ST
HAYS	KS	706 FORT ST
HAZARD	KY	201 BLACK GOLD BLVD
HELENA	MT	2300 N HARRIS ST
HOT SPRINGS NATL PARK	AR	335 SECTION LINE RD
HOUMA	LA	425 LAFAYETTE ST
HUNTINGTON	WV	1000 VIRGINIA AVE
HUNTSVILLE	AL	3408 WALL TRIANA HWY
HUTCHINSON	KS	128 E 1ST AVE
INDEPENDENCE	KS	116 E LAUREL ST
INDUSTRY	CA	15421 E GALE AVE
IRON MOUNTAIN	MI	700 W BREITUNG AVE, KINGSFORD MI
JACKSON	TN	200 DR MARTIN LUTHER KING JR DR
JACKSON	MI	1500 N ELM AVE
JAMESTOWN	ND	212 2ND ST SW
JOHNSON CITY	TN	530 E MAIN ST
JONESBORO	AR	3405 MOORE RD
JUNEAU	AK	9491 VINTAGE BLVD
KALAMAZOO	MI	3885 S 9TH ST
KALISPELL	MT	350 N MERIDIAN RD
KANKAKEE	IL	475 E COURT ST
KENT	WA	22430 RUSSELL RD
KETCHIKAN	AK	3609 TONGASS AVE
KILMER	NJ	21 KILMER RD
KINGMAN	AZ	1901 JOHNSON AVE
KINSTON	NC	208 E CASWELL ST
KOKOMO	IN	2719 S WEBSTER ST
LA CROSSE	WI	425 STATE ST
LAFAYETTE	IN	3450 SOUTH ST
LAFAYETTE	LA	1105 MOSS ST
LAKELAND	FL	2800 LAKELAND HILLS BLVD
LANCASTER	PA	1400 HARRISBURG PIKE
LAS CRUCES	NM	201 E LAS CRUCES AVE
LAS VEGAS	NM	1001 DOUGLAS AVE
LEWISTON	ID	1613 IDAHO ST
LIBERAL	KS	25 E 5TH ST
LINCOLN	NE	700 R ST
LONDON	KY	1760 HIGHWAY 192 W
LUFKIN	TX	800 S JOHN REDDITT DR
LYNCHBURG	VA	3300 ODD FELLOWS RD
MANKATO	MN	851 SUMMIT AVE
MANSFIELD	OH	200 N DIAMOND ST

SITE	ST	Address
MARTINSBURG	WV	1355 OLD COURTHOUSE SQ
MC COOK	NE	411 W 3RD ST
MERIDIAN	MS	2100 9TH ST
MID FLORIDA	FL	800 RINEHART RD
MID HUDSON	NY	99 ENTERPRISE DR, NEWBURGH NY
MIDDLESEX ESSEX	MA	76 MAIN ST, NORTH READING MA
MIDWAY	CA	2535 MIDWAY DR, SAN DIEGO
MILES CITY	MT	106 N 7TH ST
MINOT	ND	117 5TH AVE SW
MOBRIDGE	SD	404 N MAIN ST
MONROE	LA	501 STERLINGTON RD
MORENO VALLEY	CA	23800 CACTUS AVE
MOUNT HOOD	OR	8564 NE ALDERWOOD RD, PORTLAND
MUNCIE	IN	4300 S COWAN RD
NEW CASTLE	PA	435 S CASCADE ST
NORFOLK	NE	1100 S PINE INDUSTRIAL RD
NORTH BAY	CA	1150 N MCDOWELL, PETALUMA
NW BOSTON	MA	200 SMITH ST, WALTHAM MA
OLYMPIA	WA	717 76TH AVE SW
OSHKOSH	WI	1025 W 20TH AVE
OWENSBORO	KY	54 BON HARBOR HLS
PADUCAH	KY	300 S 4TH ST
PALESTINE	TX	1213 N LINK ST
PANAMA CITY	FL	1336 SHERMAN AVE
PASADENA	CA	600 LINCOLN AVE
PASCO	WA	3500 W COURT ST
PENDLETON	OR	104 SW DORION AVE
PETERSBURG	WV	1 POSTAL SQ
PIERRE	SD	225 S PIERRE ST STE 101
PIKEVILLE	KY	305 THOMPSON RD
PINE BLUFF	AR	100 E 8TH AVE
PLATTSBURGH	NY	46 VETERANS LN
POCATELLO	ID	1750 FLANDRO DR
PORTAGE	WI	215 W CONANT ST
PORTSMOUTH	NH	345 HERITAGE AVE
POTEAU	OK	115 N WITTE ST
PRESCOTT	AZ	442 MILLER VALLEY RD
PROVO	UT	936 S 250 E
QUEENS	NY	14202 20TH AVE, FLUSHING NY
RAPID CITY	SD	500 EAST BLVD
RAWLINS	WY	106 5TH ST
READING	PA	2100 N 13TH ST
REDDING	CA	2323 CHURN CREEK RD

SITE	ST	Address
RIVERTON	WY	1307 W MAIN ST
ROCK SPRINGS	WY	2829 COMMERCIAL WAY
ROCKFORD	IL	5225 HARRISON AVE
ROSWELL	NM	497 W BRASHER RD
RUSSELVILLE	AR	203 S BOSTON AVE
SAGINAW	MI	1233 S WASHINGTON AVE
SALEM	OR	1050 25TH ST SE
SALIDA	CO	310 D ST
SALINA	KS	211 E ASH ST
SALINAS	CA	1011 POST DR
SAVANNAH	GA	210 BOURNE BLVD
SCRANTON	PA	2800 STAFFORD AVE
SHERIDAN	WY	101 E LOUCKS ST
SHOW LOW	AZ	191 W DEUCE OF CLUBS
SOCORRO	NM	124 PLAZA ST
SOMERSET	KY	119 N MAPLE ST
SOUTH BEND	IN	424 S MICHIGAN ST
SOUTH FLORIDA	FL	16000 PINES BLVD, PEMBROKE PINES
SOUTHEASTERN	PA	1000 W VALLEY RD
SOUTHERN CONN	CT	24 RESEARCH PKWY
SPOONER	WI	422 N FRONT ST
SPRINGFIELD	MA	190 FIBERLOID ST
ST CLOUD	MN	517 10TH AVE S, WAITE PARK MN
ST JOSEPH	MO	201 S 8TH ST
ST PETERSBURG	FL	3135 1ST AVE N
STAMFORD	CT	427 WEST AVE
STATEN ISLAND	NY	550 MANOR RD
STEUBENVILLE	OH	150 N 3RD ST
STOCKTON	CA	3131 ARCH AIRPORT RD
SWAINSBORO	GA	211 W MORING ST
TERRE HAUTE	IN	150 W MARGARET DR
TEXARKANA	TX	2211 N ROBISON RD
TOLEDO	OH	435 S SAINT CLAIR ST
TOPEKA	KS	1410 NW GAGE BLVD
TRUTH OR CONSEQUENCES	NM	1507 N DATE ST
TUCUMCARI	NM	220 S 1ST ST
TUPELO	MS	362 S THOMAS ST
TUSCALOOSA	AL	3201 SKYLAND BLVD E
TWIN FALLS	ID	1376 FILLMORE ST
UTICA	NY	100 PITCHER ST
VALENTINE	NE	239 N HALL ST
VICTORIA	TX	312 S MAIN ST
WACO	TX	430 W STATE HIGHWAY 6

SITE	ST	Address
WAUSAU	WI	400 CRESKE AVE, ROTHCHILD WI
WAYCROSS	GA	601 TEBEAU ST
WENATCHEE	WA	3075 OHME RD
WHEATLAND	WY	852 WALNUT ST
WHEELING	WV	2501 CHAPLINE ST
WILLIAMSPORT	PA	2901 REACH RD
WILLMAR	MN	401 TROTT AVE SW
WOLF POINT	MT	131 FRONT ST
WOODWARD	OK	2020 WILLIAMS AVE
WORLAND	WY	119 N 7TH ST
YOUNGSTOWN	OH	99 S WALNUT ST
ZANESVILLE	OH	900 MCINTIRE AVE

**FY22 Non-Operational Facilities = 21**

SITE	ST	Address
CAMDEN	AR	143 SUNBELT DR
DUBUQUE	IA	750 WHITE ST STE 1
EAST TEXAS	TX	12621 FM 3311, TYLER TX
EAST VALLEY	AZ	900 N FIESTA BLVD
FREDERICK	MD	1550 TILCO DR
GLENWOOD SPRINGS	CO	195 CENTER DR
GREENSBURG	PA	201 AVENUE B
HICKORY	NC	110 SOMERSET DR
MARYSVILLE	CA	5050 ARBOGA ROAD, OLIVEHURST CA
MCALESTER	OK	123 EXPRESS LN
MONMOUTH	NJ	307 INDUSTRIAL WAY W
NORTH VALLEY	AZ	2502 W GRANDVIEW RD, PHOENIX
OXNARD	CA	2901 CAMINO DEL SOL
PARKERSBURG	WV	401 JULIANA ST
QUINCY	IL	4330 POSTAL DR
ROCHESTER	MN	3939 VALLEYHIGH RD NW
SIOUX CITY	IA	2901 MURPHY DR
SOUTHSOUND DDC	WA	2400 70TH AVE E, FIFE
SUNSET	OR	22310 NW WAGON WAY, HILLSBORO
VALDOSTA	GA	401 N PATTERSON ST
WICHITA FALLS	TX	1343 HATTON RD